Queen Mary Induction Checklist
(For Managers)

You only get one chance to make a
first impression

A GOOD START IS ESSENTIAL

One in five employment relationships fails during the
probation period; making the first few weeks with an
organisation crucial for ensuring that colleagues get off to
a flying start. This in turn is essential for promoting long
term employee loyalty and engagement. The following
checklist gives those who will be line managing new
colleagues guidance in handling this critical initial phase.

*Take some time to add expected completion dates and
highlight who is responsible for each element. You may
also want to add calendar alerts for yourself.*

**THE CORE
INDUCTION STAGES**

1. Before they start
2. On their first day
3. During the first 2 weeks of work

N.B. New colleagues will be invited to
complete their own version of this checklist

New Starter Induction Checklist

1. Before they start

Provide new colleagues with as much information as you can well before they start. This removes stress from the first day of work and helps them process new experiences better.

Task	Complete by Date	Responsible Person	
Contract. Check: - on Oleeo that your new colleague has accepted the Contract of Employment - with your new colleague that they have received Pension Information			☐
Workplace. A request for an IT account, via New Starter Request ticket on the ITS Helpdesk, should be made at least 1 week before the start date, or 4 weeks if new hardware (e.g. Laptop) is also required. This is to ensure your new person has: - Email and Windows login - CPD Training access - QMPlus account - MyHR access - ivanti IT Helpdesk Remember to also request/arrange: - Local software and systems access (incl. Team Sharepoint and MSTeams) - Read/Write access to shared mailboxes and room booking calendars (as required)			☐
Maintaining interest. Maintain occasional contact with your new colleague, providing them with details of: - Where and when to report on day one - Who to ask for - Dress code/Uniform (as appropriate) - Desk/Seating/Storage arrangements - Agenda for their first few days - Local and Organisational Structures - Inform them of any Hybrid working arrangements in line with Hybrid Working Policy - Discuss and agree any workplace adjustments in line with guidance, offering Occupational Health/ access to work referral as required.			☐

Task	Complete by Date	Responsible Person	
Security. Arrange for the following: - Complete new security pass application shared by HR (remind colleague to bring their contract to present when collecting pass) - Copied keys (as appropriate)			☐
Colleague involvement. Ensure all colleagues and contacts are aware of new colleague: - Update Staff Directory – via School/Departmental representative - List on departmental website (as required) - Email to advise when new person starts (as appropriate)			☐
Calendar. (If available) Start populating the calendar of your new colleague. Schedule and/or invite to: - Regular catch-up sessions with you - Introduction sessions with colleagues and contacts - Team meetings - Department/School/Institute meetings - Other appropriate meetings/events			☐
Development. Ensure there is time for completion of mandatory training. They will find the mandatory training, appropriate for their role, on the home page of CPD training. Organise any specific skills and knowledge development e.g.: - Systems and software use - Role-specific Health and Safety needs - Other role-specific needs, including anything identified at recruitment			☐
Mentor/Buddy. Appoint a colleague to act as a mentor/buddy to assist your new person in case of any questions, and to support their social integration throughout this early stage.			☐

New Starter Induction Checklist

2. On their first day

As a rule, official onboarding should take place either right on the first day in the new job or over the first two days. Provide your new colleague with all the important information they need about Queen Mary, everyday life here and their new team. Keep the first two days short and avoid overloading your new colleague with too much information.

Task	Complete by Date	Responsible Person	
Introductions. Enable your new colleague to informally meet (on-line or in-person) with their new colleagues and mentor/buddy.			☐
Security. Take your new colleague to have their formal ID badge produced – ensuring you have a completed Application for Staff ID form (provided by HR) and the new person's contract			☐
Campus knowledge. Provide your new colleague with the Queen Mary campus map and arrange for a tour of your building, your campus and any other locations they will need to be familiar with, highlighting: - Their usual working location - Facilities for making refreshments - Toilets/Washrooms/Showers - Incoming/Outgoing post - Fire exits and muster points - Eating places (e.g. The Curve) - Other useful services (e.g. Library, Shops, Bank, SCR)			☐
Local knowledge. Ensure your new colleague has details of: - Handover notes (where appropriate) - Methods, roles and processes - Emergency procedures (incl. Personal Emergency Evacuation Plan, if needed) or health and safety checklist - Information on risk and accident reporting - Other health and safety information - An email/phone list for key contacts (e.g. HR) - Working arrangements (breaks, start time etc.) - Recycling and confidential waste - An organisation chart - Hybrid working arrangements (incl. hotdesking if appropriate) – Hybrid Working Support			☐

Task		Complete by Date	Responsible Person	
📅	**Calendar.** Continue populating the calendar of your new colleague. Schedule and/or invite to: - Team meetings - Department/School/Institute meetings - Other appropriate meetings/events			☐

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3. During the first two weeks of work

Onboarding takes longer than just a few days. New people take the first couple of weeks to find their way around, to familiarize themselves with their area of responsibility and new work, and to meet their new colleagues. This early stage is a good time to provide them with additional fundamental information and assign them their first tasks.

Task	Complete by Date	Responsible Person	
Organisational relationships. Ensure your new colleague is able to get the most from their formally scheduled meetings with colleagues and contacts outside of the team (incl. appropriate senior leaders): - Agree some questions they can use - Provide clarity on their relationship responsibilities - Highlight relevant KPIs, SLAs, and plans			☐
Welcome/Induction. Plan with your new colleague for them to attend the next available: - Queen Mary Welcome Event - Faculty/School/Institute/Department Induction Event			☐
Workplace. Ensure your new colleague can access and use their equipment and systems: - IT equipment, stationary - Email - Phone, if needed - MyHR - MSTeams - Sharepoint - SYMPA mail lists Provide guidance on how your new colleague can access: - ivanti IT Helpdesk - CPD Training Platform - QMPlus			☐

Task		Complete by Date	Responsible Person	
	Local procedures. Introduce your new colleague (where relevant) to: - Facilities for printing, photocopying, stationery, recycling, waste disposal (including confidential waste) - Queen Mary branding - Security, keys and access, fire alarm testing, visitor access - Travel booking, expenses and petty cash - File storage, Wi-Fi, Intranet and Internet use - Desk and Room bookings, email signature format, email etiquette, organisational templates, shared mailboxes and calendars - Leave and absence arrangements - Available administrative support			☐
	Additional arrangements. Provide your new colleague with: - More detail on their role - Expectations for work and behaviours (incl. Our Values in Action) - Applicable strategic/local aims and plans - Plan/timeframe for skills and knowledge development (incl. training, job shadowing, mentoring). If your new colleague is a manager consider Queen Mary Manger and programmes in our Pathways to Leadership - Details and schedule for probation process, discussing and setting first objectives and review dates - Schedules, timetables, and rotas that you will observe - Check-in to make sure that any workplace adjustments are in place/working			☐